



Maindec

Computer Solutions

Maindec is one of the leading Independent Computer Service Companies in the UK. We specialise in supporting HP, "Digital", Sun and IBM (Intel) Computer Systems, delivering service via our seven nation-wide regional service centres. We also are able to deliver services on other mid range platforms and services as well.

Maindec is a different type of company, a company that is clearly and exclusively focused on the building of long term relationships, enabling the consistent delivery of advanced, leading edge solutions and services guaranteed to provide and exceed customer satisfaction.

Maindec delivers hardware maintenance, software support, equipment sales and networking services.

Maindec was founded in 1979 and has organically grown to deliver quality 'one stop shop' services to our clients. Our enviable reputation is founded on exceeding customer expectation. We have grown to over 160 permanent staff and our annual revenue is in excess of £15m.

Maindec Computer Solutions delivers maintenance services on a wide variety of hardware platforms and is a specialist in HP (formerly Digital) Alpha, VAX & SUN systems. We specialise in the support of Sun Computer systems from workstations to Enterprise 10,000 systems. Maindec's current services are delivered either by sending an engineer to site or by site resident engineer(s), tailored to your budget and requirement

Many of these systems run business critical applications for blue chip corporate clients and our infrastructure and 110+ engineers are available 24x7x365.

Maindec Software Services can deliver comprehensive telephone software support services to Maindec customers with a hardware maintenance contract. Maindec can deliver a one-stop service by working with strategic partners to deliver a total software license and maintenance program across a wide range of software platforms. This is particularly useful to customers using OpenVMS, Tru64 Unix and Solaris, whereby Maindec arrange all aspects of the software maintenance and can sometimes demonstrate considerable savings in the software license costs.



Maindec's capability includes the following platforms - Digital OpenVMS, Digital Tru64 Unix, Digital Layered Products.

Maindec can also deliver two levels of Sun Solaris Support :-

1. A Telephone Support and Guidance Contract where our customers can report Solaris problems and receive telephone guidance from Solaris Specialist's access.
2. Back to SUN contract – This contract gives all the above but also delivers direct access to SunSolve and crucially give Solaris Updates to new versions of Solaris. E.g. Version 10 when released.

These different levels of Solaris Support can be selected on a per system basis which over a large estate of SUN servers can deliver further considerable savings. Please ask for more details or a free Site Audit.

Maindec Networking Services provides a complete network design and installation service. This starts with the initial planning and drawings, through the installation and maintenance, to a final network audit and design document containing all technical information and high quality network and racking diagrams. We also provide equipment sales, network management, health checks and hardware maintenance.

Maindec Desktop Support

More; the single word which best sums up recent trends in the evolution of the desktop. More power, more flexibility, more freedom, more choice. But then there's more complexity, more diversity, more change, more headaches. The powerful new PC environment may have encouraged the devolution of more functionality to the desktop. But to a poorly-supported end-user, devolution can feel more like dumping, as they struggle to cope with new responsibilities, systems and practices.

Then there are the systems themselves. Increasingly they are a combination of new and old technology. Less resilient hardware from a previous era is still too valuable to throw away, but too temperamental to neglect. If that sounds like your system, you'll know that 'complex' is all too often a synonym for 'expensive', especially in maintenance terms.

Greater system complexity also means greater management effort. Scarce and valuable management time is all too often squandered on niggling operational matters, instead of being committed to the organisation's core business. Maindec offers a full range of operational services to support the vital desktop functions in your company, all delivered with the characteristic Maindec



commitment to understand your business and tailor our services to suit. Service level agreements ensure that you remain in complete control at all times. Our aim is simply stated: to empower your users, optimise your systems and liberate your managers by supporting your corporate desktop at every stage of its lifecycle.

Maindec HR Solutions

Maindec is a provider of consultants, contractors and permanent staff. Unlike conventional agencies Maindec already employs in excess of 110 technical staff, who range from CNE's, MCSE's, Unix and VMS specialists. Where a requirement exists and one of our own staff cannot assist due to resource limitations or specialist skills are required, external candidates are interviewed face to face, technically vetted by Maindec and in the case of a permanent placement, full psychometric testing occurs. This ensures that the right candidate is placed before a customer for final interview.

Maindec Project Management

Maindec provides consultants and contractors to perform extensive and complex Project Management roles. By utilising a mixture of our own permanent and external temporary staff we are able to be flexible, cost effective whilst ensuring our high standards are maintained. Typical Project Management roles are:-

UK wide rollouts of new IT equipment or software packages.

Build complete Data-Centres.

Data migrations between software platforms

Integrating and implementation of new servers

Network Planning and consolidation

Installing new LAN's and WAN's

Whatever the IT project, Maindec can help.

Maindec Product Supply

Maindec provides specialist equipment sales. All equipment sold is usually installed by the Maindec production department.

Maindec is accredited to supply the full range of HP & IBM (Intel) products from laptops to large enterprise rack configurations. All sales are backed by a full installations and warranty / maintenance service tailored to meet specific customer requirements.

Maindec's unrivalled reputation was established by supporting quality computers and peripherals that were manufactured by Digital Equipment Corporation including the PDP11, VAX and Alpha range. Quite simply Maindec are DEC experts. This level of expertise has continued to expand even since the take-over of Digital by Compaq and then subsequently HP.